

ExACT Dental Software 2009 Tariff Update Instructions

ExACT 2009 Tariff Update for NHRPL (i.e., alias BHF /RAMS). LAB FEES & Other Fee Tables

INTRODUCTION

This document explains the update procedures for 2009 ExACT Tariff (Fee Schedule) Update

- The update routines are for the following Fee Schedules:
 - o The statutory NHRPL schedule (National Health Reference Price List) (previously known as BHF or RAMS)
 - o The SA Dental Technician Council fee schedule (LAB FEES)
 - o Any private / customized fee table – e.g., Discover, Denis.
- Is applicable to all versions of ExACT software
- Is issued to you subject to your study of the terms and conditions as explained in the **Section: “Right to Use and Disclaimer”** (see end of document) as a free, no-charge service.

Note: Read the full document before you execute any of the steps.

HOW TO USE THIS DOCUMENT

- ***Firstly, before you proceed, ensure that you have made a full and functioning BACKUP of your ExACT data. A “full and functioning BACKUP” means that you have tested that your back-up is working by restoring your back up so that you can access and work with the data in your ExACT system.***
 - o ***NOTE: Studies show that 35% of back-ups do not work properly due to some error – Hence our definition of a “working back-up” being a back-up that has restored and tested for functionality.***
- Ensure that you have completed all 2008 patient charting and billing
- Ensure that you have submitted all your 2008 claims in paper / EDI.
- Read the rest of the document before you execute any further steps.
- Verify that you are on ExACT version 2.00579 or later – up to 2.00851.
(To check your current ExACT version:
Open your ExACT programme → Go → “Help” Menu (top right of screen) → About → Read the version number.
- If you are on an earlier ExACT version, contact your ExACT Partner for an upgrade.
- Remember to read **Section 3** for:
 - New codes added for 2009
 - Codes that have become inactive from 2009 for submission purposes to medical aids.
 - However, it does not mean that such codes cannot be used. Refer to Section 3.
 - What to do with outdated fee tables and outdated treatment codes (See Section 3)

SECTION 1

ExACT Tariff Update for 2009 NHRPL + LAB fees

ExACT Version 2.00579 or later

1.1) Visit www.exact-net.com --> Downloads --> 2009 Fee Schedule and download the required files:

NOTE: Follow the downloads and use the tariff files in the specific order (1,2,3 – 6) as displayed on the website, i.e., item no. 6, the NRPL Tariff.dat file is done last

How to download: Read the instructions on the website

NOTE: Remember - "right-click" = use the Mouse Button on the Right Hand side of your mouse.

Save the download files in your c:\exact32 folder

Only one download to your ExACT server is necessary – do this procedure only for your ExACT server

1.2) Ensure that:

- All users are logged off from ExACT
- You are working on the ExACT Server

Save the download documents to the c:\exact32 folder as follows:

For **ExACT Versions 2.00579 and later:** Save to c:\exact32

NOTE: If your 2008 tariff file already exists in your exact32 folder in the format of "Tariff.dat", a Windows message stating that "Such file already exists" will show asking "Do you want to replace the file?" Choose "Yes" to overwrite it.

If you want to keep the 2008 tariff file, before you download the new file, first right click it and Rename it to "Tariff2008.dat"

NOTE: In the case of practices with dedicated servers, ExACT may be installed in another drive – e.g., the D-Drive – Then, unzip the attachment to D:\exact32.

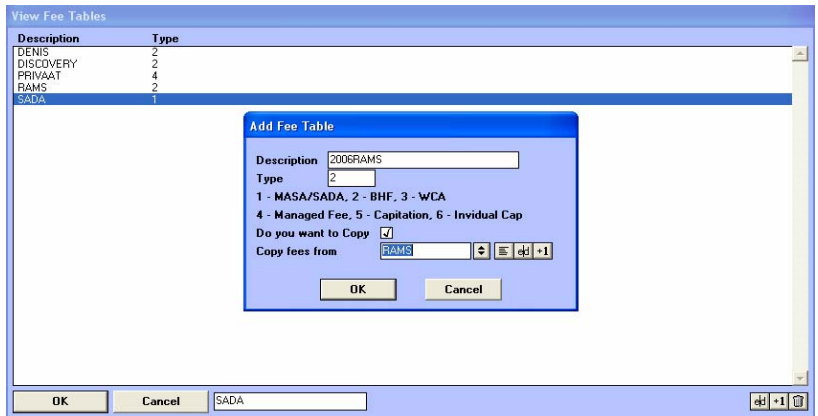
If ExACT is not installed in the default folder (C:\exact32), then you may need to request your hardware / network support partner for assistance with this tariff update.

With the tariff files (items 3,4, 5 & 6) now downloaded from the website and saved in your c:\exact32 folder, you can proceed with importing your tariff files into ExACT.

- o If you want to keep a copy of the Fee Table of the previous year: (**Note: Most practices do NOT find any need to keep a copy**). In your ExACT system, go File → Treatment Codes and select the Fee Table that you want to copy. Select the list box. If you want a copy of each Fee Table of the previous year, use the +1 function and create a copy and use the "Do you want to copy" option and "Copy fees from" by selecting the specified fee table you want to copy.

Code	Description	Graphic	Tariff	Fee	Pr. Cost
*CON	*CON	*CON		50.00	48.25
*KON	*kon	*kon			
*MESSAGES	*MESS	*MESS			
15 MIN	15 Minute				
30 MINUTE	30 minute				Inactive
60 MINUTE	60 minute				Inactive
8001	Assistent surgeon spec (1/3)				
8001A	Assistent chirurg - spesialis (1/3 van t				
8002	Specialist benefit (+50%)				Inactive
8002A	Specialis voordeel (Plus 50% van die toe				
8003	Minimale assistent chirurgie			123.71	123.71
8003A	Minimale assistent chirurgie			123.71	123.71
8004	Unlisted procedure spec (2/3)				
8004A	Ongekynde procedure spesialis procedure				
8005	Maksimum multiple procedures			192.06	192.06
8005A	Maksimum veelvoudige procedure (selfde i			192.06	192.06
8006	Third+ surgical proc (50%)				
8006A	Third+ chirurgie procedure (50% van t				

- See example of screenshot on the right hand side.
- Remember: In the “Type” option, select “1” for private fees (SADA) and “2” for NRPL / RAMS fees
- Tip: For the copies that are created, name copies of fee tables for 2008 by starting the file name with “2008-...” – e.g., 2008-RAMS or 2008-Discovery.



- In the View Fee Table list, highlight the RAMS fee table → Select the Edit button and Rename the Description to 2009RAMS.

Then, Highlight the DENIS Fee Table and Click on the Edit Button and CHANGE its NAME to RAMS.
 NOTE: The Exact fee schedule import function only imports through the RAMS and SADA fee table. That is why fee tables need to be renamed to RAMS – in this step renaming DENIS to RAMS.

Close your ExACT system and open your Windows Explorer.

- On the Server, in the c:\exact32 folder where you have downloaded the tariff files from the ExACT website we need to rename the different tariff files as follows (the following files should be visible):
 Tariff-2009-Denis.dat
 Tariff-2009-Discovery.dat
 Tariff-2009-NRPL.dat
- Now, start with the Tarrif.dat and rename it to 2009-Tariff.dat
- Then, rename the Tariff-2009-Denis.dat to Tariff.dat.
- Minimize the Exact32 folder

1.3) Open the ExACT Toolbox.

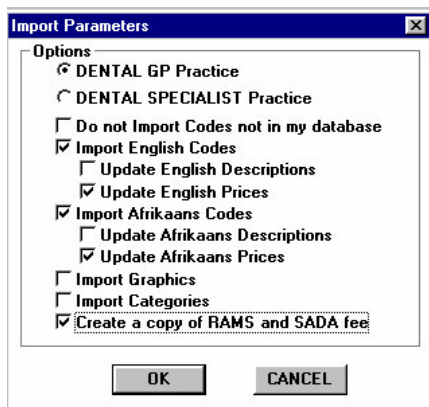
The ExACT Toolbox is launched either from your Windows Desktop (look for the icon “Toolbox” or “Tool” Or Go Windows START → Program Files → ExACT Dental Software → Toolbox.

1.4) In the ExACT Toolbox go → File → Import → Import RAMS Codes

1.5) Select the required options / combination and click OK to proceed with the importing the update.

These are your options:

(NOTE: The minimum options for GP’s that should be ticked are displayed here below)



1.5.1) Choose between the GP and Specialist option

1.5.2) We recommend that you tick as a minimum the boxes as shown in the picture (image) above, that is:
 Tick Import English Codes

- Tick Update English Prices
 - Tick Import Afrikaans Codes
 - Tick Update Afrikaans Prices
 - Tick Import Graphics (only if you need to change your graphics – otherwise do Not tick)
 - Tick Create a copy of RAMS and SADA fee (Strongly Recommended)
- Note:** If you want a copy of your 2008 NRPL and SADA fees, click [this option](#)

1.5.3) NOTE: If you tick:

... "Update English (or Afrikaans) Descriptions" then the wording (Descriptions) for the codes will be as the ExACT Team has set it up – **this overwrites your own personalized / customized wording that you have created for your Treatment Codes.**

... "Import Graphics" then the charting graphics that ExACT distributes will be used and **your own personalized graphics will be overwritten.**

... "Import Categories" then the categories that ExACT distributes will be updating and **your own personalized categories will be overwritten.**

... "Create a copy of RAMS and SADA fee" creates a copy of the fee schedule of the previous year. Often, practices want to refer to the fee schedule for the previous year such a backup copy is very handy.

When importing your tariffs, the toolbox will show that it is working

1.6.) Check whether your Exact Toolbox runs through a "Pass 1", "Pass 2", and "Pass 3"

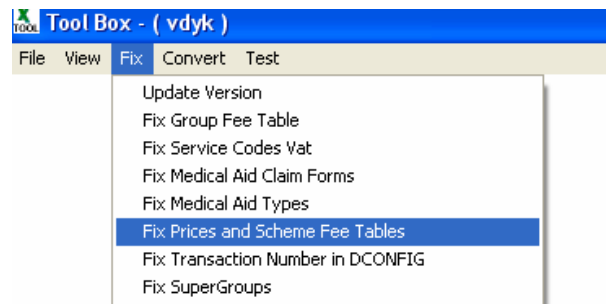
Note: Depending on the speed of your PC, this action may take several minutes.

Note: If your import starts and then immediately terminates after a few seconds, it is a clear indication that all users have not logged off from ExACT. Close all Workstations and repeat this step – or simply reboot your PC.



- o Close the ExACT Toolbox, open your ExACT system, go File → Treatment Codes → click the "View List Fee" table, select the RAMS fee table and Rename this back to DENIS.
- o Then, highlight the Discovery Fee Table and rename it to RAMS. The, exit your ExACT system, and go to your c:\exact32 folder via your Windows Explorer.
- o In the c:\exact32 folder, look for the Tariff.dat file, and rename it again to its original name Tariff-2009-Denis.dat.
Find the Tariff-2009-Discovery.dat file and rename to Tariff.dat
- o Minimize the Explore Exact32 folder.
- o Open the Exact Toolbox. Click on the File Menu → Import → Import Rams Codes.
- o Click the OK button. Repeat the import process as previously described.
- o Close the Toolbox. Open the Exact Program. Go file → Treatment Codes.
- o Click on the View List button → Highlight the RAMS fee table → click on the Edit button and change description back to Discovery.
Highlight the 2009 RAMS fee table → click on the Edit button and change description to RAMS
- o Close the Exact program. Open the minimized Windows Explorer (the c:\exact32 folder).
- o Find the Tariff.dat in the Exact32 folder → rename it again to its original name Tariff-2009-Discovery.dat.
- o Highlight the Tariff-2009-NRPL.dat and rename to Tariff.dat.
- o Minimize the Windows Explorer, open the Exact Toolbox and do the same as previously.
- o When the import is completed in the Exact Toolbox, go Fix Menu in the Exact Toolbox.

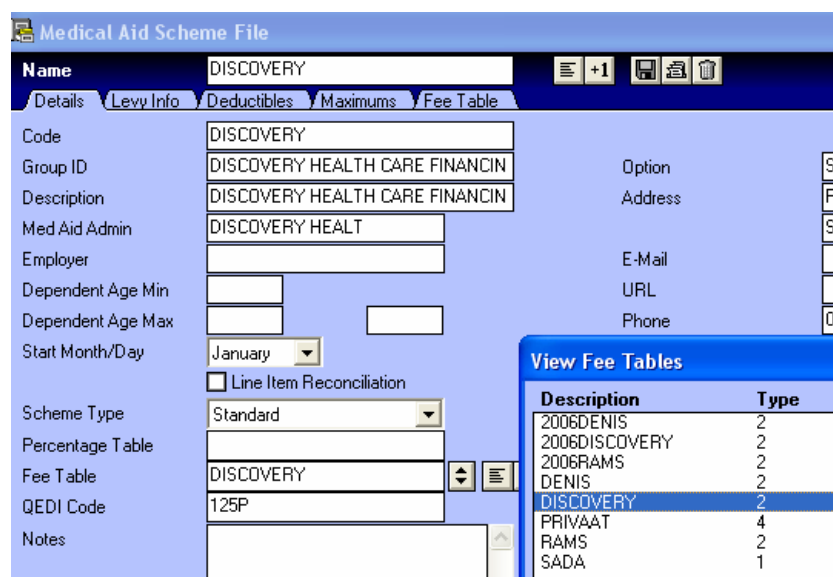
1.7) Select the Fix Menu, click the “Fix Prices and Scheme Fee Table” option and allow it to run.



Remember to verify that all Medical Aid Schemes in ExACT that have their own fee tables need to be set as shown in the following example:

(Go ExACT File → Medical Aid Scheme → for example: Discovery Medical Aid Scheme fee table

In the Discovery Fee Table's Detail Tab, find the “Fee Table” field and in this field select the appropriate fee table (in this example, Discovery) from the list box and save it.



1.8) **Note:** What about a copy of the Tariffs list (prices) for the previous year?
 In ExACT, go ExACT → File → Treatment Codes → Open the list box to see whether ExACT has created a Back-up file of the Tariffs of the previous year.
 The backup file for the prices of the previous year is called BKSADA and BKRAMS (See par 1.5.2 above)

1.9) **NOTE:** Steps 1-8 for this ExACT tariff update will NOT update any customized fees/codes:
What are customized fees/codes? ... these are codes such as your codes for Toothbrushes, floss, etc., Appointment book codes, Oral Hygienist codes that have you have given special names (see Section 3)

1.10) **NOTE:** If you have more than one ExACT database (e.g., some practices has their main practice data base (e.g., called c:\exact32\Data) and then a second data base e.g., for a satellite practice (e.g., called c:\exact32\Data2) then you need to repeat Steps 1-8 for each database.

To do this, follow the following steps:

1.10.1) Once you have completed Steps 1.1 - 1.8 for the first database, in your ExACT Toolbox, click File → Database and select (tick on) the next database.
 Repeat Steps 1.1 – 1.8 for the second database also – and so on.

SECTION 2

*This section is not applicable for 2009

SECTION 3

TECHNICAL NOTES TO YOUR TARIFF UPDATE

3.1 Tariff Codes that ExACT will NOT Update automatically

3.1.1) Note: Steps 1.1 – 1.8 above **will not update** any of the following fees/codes:

1.1) Codes & prices that you have created in the Treatment Codes for additional items such as toothbrushes, dental floss, electronic brushes, Appointment Book, etc.

These codes must be updated manually (To do this, go File → Treatment Codes → select your fee table and then highlight the code. Click the \$ option (bottom right corner of screen) and change the Price.

1.2) Codes that you have modified - e.g., you have changed from 8101 to 8101E or 8101B or 8101D

1.3) Codes that are part of a Super Group or Group and that have an additional character - e.g., 8411B

Important: Look up your “Super Group” or “Group” codes (go ExACT → File → Treatment Codes and see that you manually update codes containing other alphabet characters in the Code field for codes names such as “Bridges”, “Targis Vectris” bridge, or “Lab Groups” that you created (e.g., 8411C). These codes need manual updating to the latest prices.

3.2 Tariff Codes that ExACT will Update automatically

ExACT **CAN selectively** update either or both:

- Codes with Afrikaans descriptions (Denoted by the suffix "A" - e.g., 8101A)
- Codes with English descriptions (No Suffix).

For further description about this, see par 6, Section 1.

3.3 INACTIVE CODES

Codes that have become inactive as of 2009

We understand that the following codes will not be accepted by medical aids in 2009.

NOTE: All Material Factor codes should be marked as inactive (use the code edit function To mark it as “Inactive”). Note however, Rule 002 of the Council of Medical Schemes still states that dentists may charge for this – but then it will be patient liable unless medical aids explicitly state that they will still pay for this code.

All Lab “T-codes” have been ruled out – Do not delete these codes – only mark them as inactive (see 3.5 below)

3.4 NEW ACTIVE CODES

New codes that have become active in 2009: A number of Lab codes such as 9448, 9706, 9739, 9755 ...

If codes that have become active in 2009 have a R 0-00 amount you still have to verify with the medical aid whether they will pay for this code.

3.5 WHAT TO DO WITH OUTDATED TREATMENT CODES AND FEE TABLES

If you have ExACT treatment codes that have become inactive / redundant / that you are NOT using any more, **DO NOT DELETE THEM!**

In order to inactivate such codes, go ExACT File → Treatment Codes → select your fee table → highlight the code → Click on the edit button (“e|d”) and tick the “Inactive” option.

This action will **hide** the treatment code in the charting screen but it can still be viewed in the Treatment Code screen

Remember: **Do NOT delete redundant fee tables or codes.**

3.6 HOW TO USE THE NATIONAL HEALTH REFERENCE LIST Fee Table

Once imported into ExACT, your ExACT 2009 fee schedule has:

- The 2009 NHRPL (previously called BHF or RAMS fee schedule) which has a % increase on the fee for the previous year.
- The 2009 HPCSA / SADA fees.
- The 2009 Dental laboratory fees

Note that as per the Letter of the Council of Medical Schemes the National Health Reference List is “not a set of tariffs that must be applied by medical schemes and/or providers. It is rather intended to serve as a baseline against which medical schemes can individually determine benefit levels and health service providers can individually determine fee charges to patients”

Medical schemes may, for example, determine in their rules, that their benefit in respect of a particular health service is equivalent to a specified percentage of the national reference price list.

For ExACT practices this in effect means that you can / you should apply the practice of “BALANCED BILLING”.

If you have not introduced this in your practice, send us an e-mail so that we can help you with implementing balanced billing as soon as possible.

3.7 MEDICAL SCHEMES SPECIFIC FEE TABLES

Some Medical Schemes have their own unique fee tables (such as Discovery, Momentum Health). Send us an e-mail to HelpDesk1@ecizone.com to request these fee tables

Section: “Right to Use and Disclaimer”

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- *Therefore* it remains the practice's responsibility to check, before and after the import and update of this information, the accuracy and validity of the information (such as the treatment codes, the prices of these codes, newly added / obsolete treatment codes)
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- *Accepting* that we obtain the information in these files from third parties in good faith – and we distribute it to you in good faith
- *Accepting* that ExACT provides limited telephonic support towards importing these files into your ExACT system. Should there be a problem to import the tariff files, ExACT Partners are authorized by ExACT to: First agree with the practice on the need for a call out, then to agree with the practice on a call out fee. Such call outs are arranged between the ExACT Partner and the practice. ExACT Partners may / may not decide to bill the practice for the call out.
Note that call-out fees to your practice are not covered by ExACT User License Fees.
- *Understanding* that our experience has shown that other software programmes (such as back-up systems, anti-virus programmes), hardware systems and network complications may affect the successfully importing of the tariffs. Should the ExACT Call Centre establish that such a problem exists, your practice may be required to compensate your technical support partner or your ExACT Support Partner for a call-out visit.

Please contact us at the following addresses:

**E-mail: HelpDesk1@ecizone.com
HelpDesk: 086 11 00 219**

Once again, may you have a truly blessed New Year !

The ExACT Team